



HQ Air Force Personnel

Center

*t e g r i t y - S e r v i c e - E x c e l l e n
c e*



Contact Center Brief



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U.S. AIR FORCE

THIS BRIEFING IS UNCLASSIFIED



Overview



- Background
- Today's CONOPS
- Future



Strategic Goals



■ Vision

Customer service experts available 24/7 with smart tools, organized like an MPF and co-located with AF-level OPRs and approval/disapproval authorities

■ Mission

Leverage technology to execute and integrate personnel operations to support commanders, their people, and personnel field activities

■ Key Objectives

- Serve as the portal for AFPC
- Provide faster/simpler personnel support
- Integrate the delivery of AFPC services
- Support deployed operations

**Transform from Info/Referral Hub
to AF-level MPF functionality**



Background

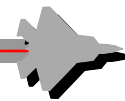


- Established by AF/DP in 1999 to grow with vMPF and provide AF-level MPF-like functionality
 - *Manned by overages as an upfront investment in anticipation of significant manpower savings AF wide from vMPF*
 - *Overages not a good idea*
- vMPF development stalled delaying potential manpower savings and vision of MPF-like functionality
 - *Significant manpower savings did not materialize—overages rotating back to the field*
- Evolved into an information/referral hub with some vMPF functionality and some internal AFPC support
 - *Transitioned to a joint military and contractor operation*



Today's CONOPS

(3 Levels of Service Delivery)



Simple actions or general information/questions answered on the spot

TIER 1
Promotion Line
#s, Address
Updates, Web
Site
Navigation
Assistance

More complex questions
web-based transactions
requiring
coordination/approval,
updates, or further
research

TIER 2
Duty History
Update,
AFI/MPFM
Clarification,
Humanitarian
Apps

Complex issues
requiring OPR
intervention

TIER 3
Exception to
Policy Requests,
Military Pay
Issues, RNLTD/
DEROS Change
Requests

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Transition to Contractor OPS

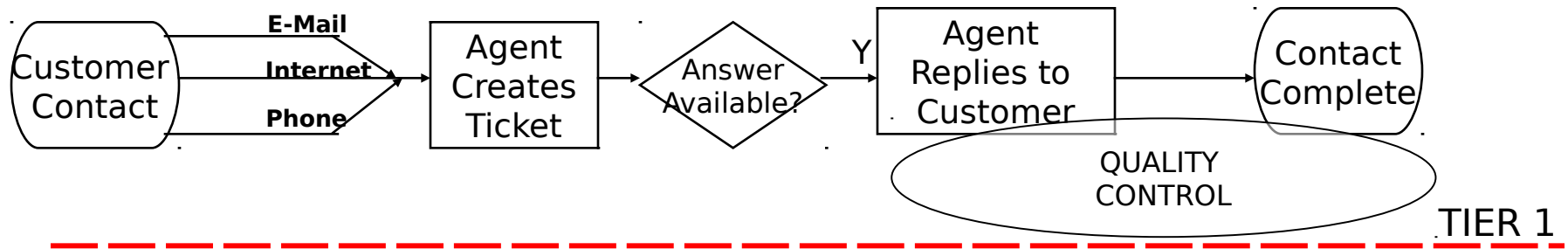


Expectations:

- **Transparent to customer**
- **Contract is for more than just manpower**
 - Innovation to improve customer service
 - Metrics to measure progress
 - Mix of experience and “new blood”
- **Mutually developed game plan for transformation**
- **Currently, 28 Contractors/10 Military**



CONTACT CENTER TICKET PROCESS

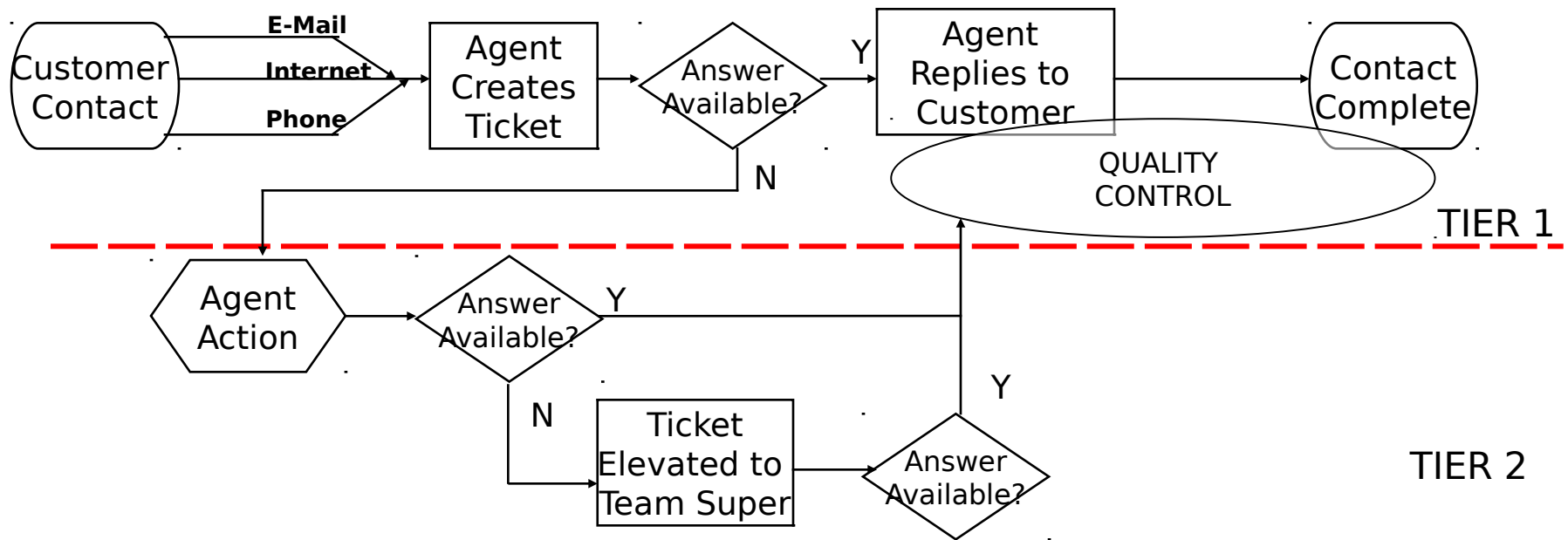


uses REMEDY to track each customer's requirement through completion and to record resolution for future reference by agents with similar actions

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CONTACT CENTER TICKET PROCESS

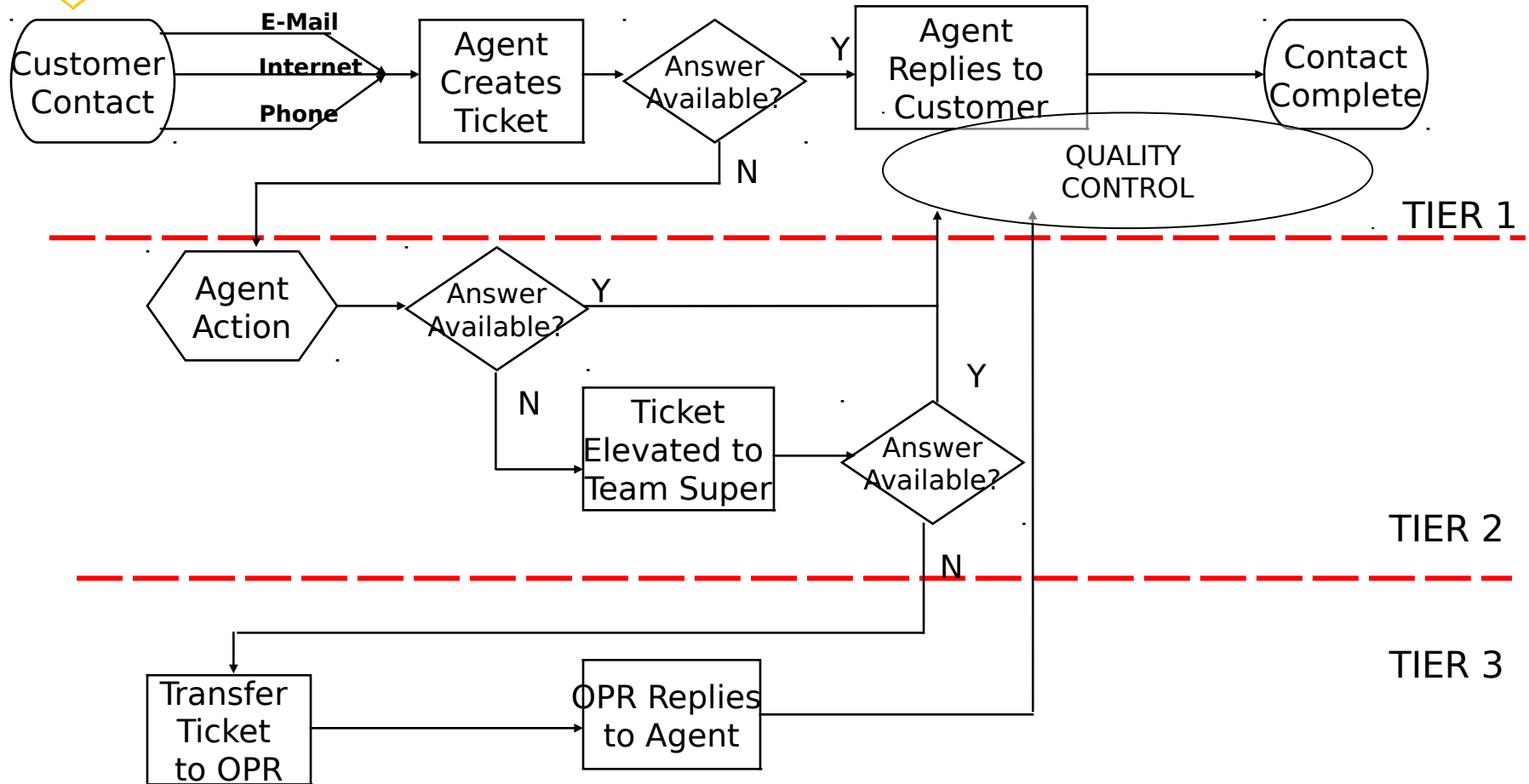


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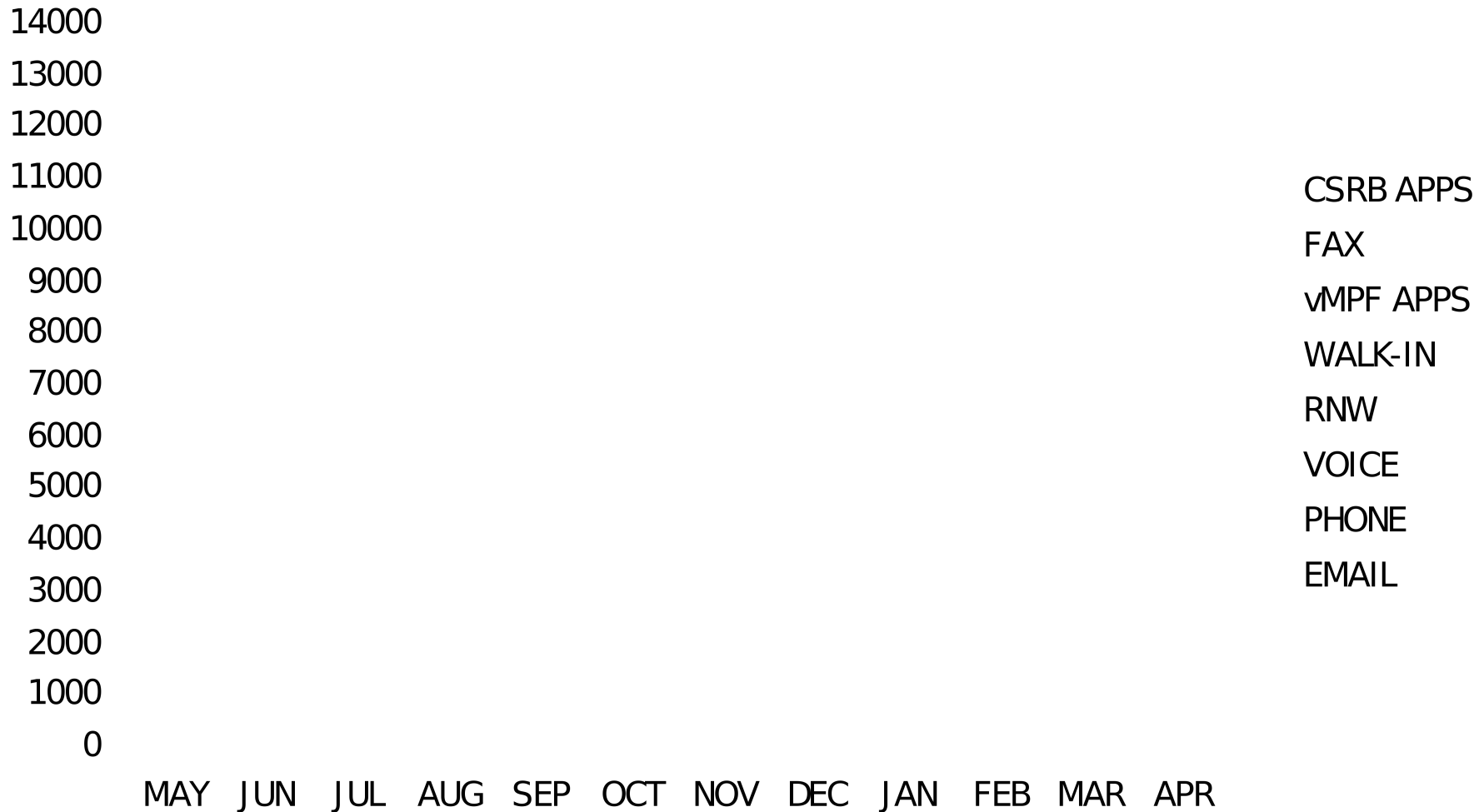


CONTACT CENTER TICKET PROCESS



uses REMEDY to track each customer's requirement through completion and to record resolution for future reference by agents with similar actions

Method of Contact



AS OF 30 APR 04

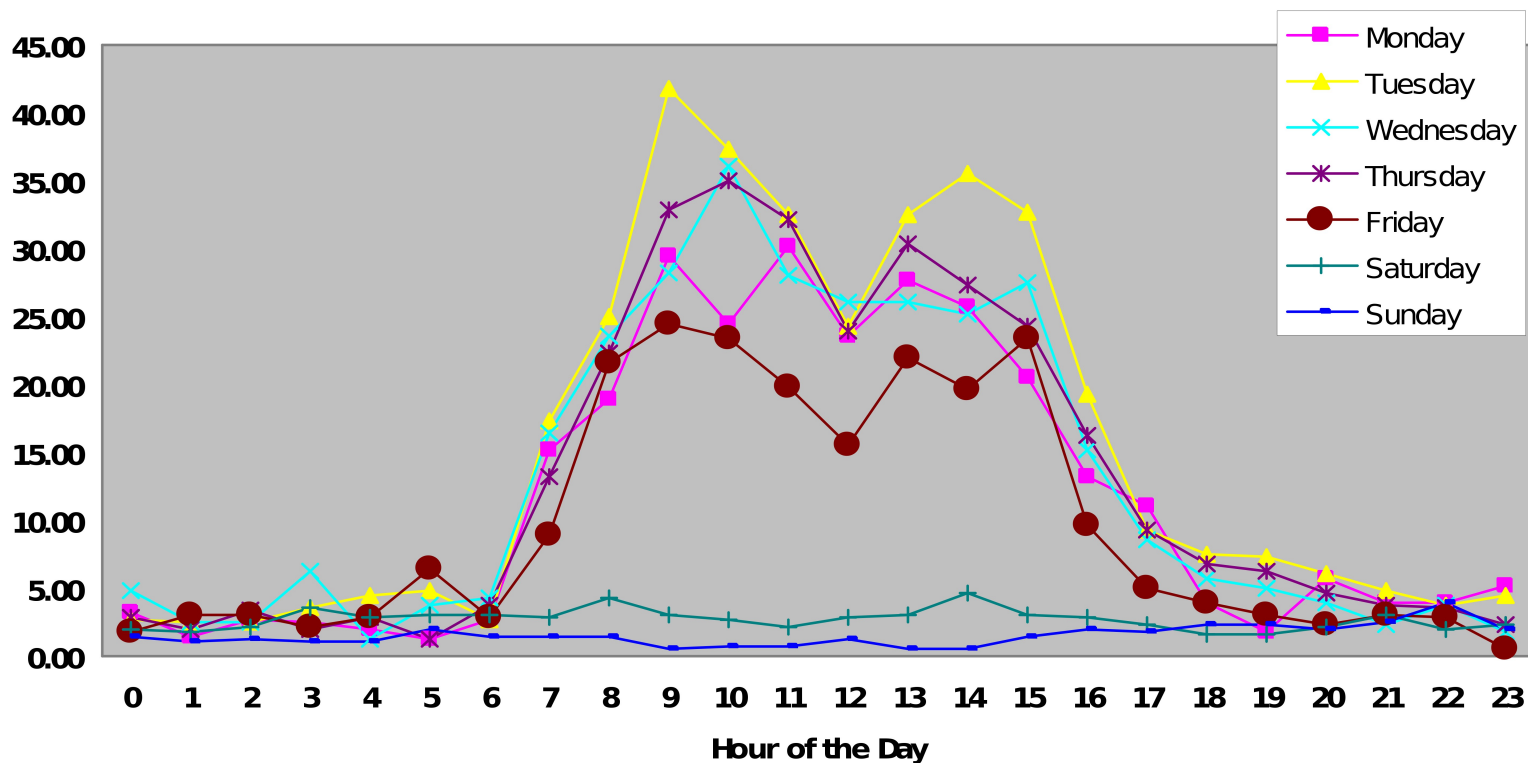


WORKLOAD BY HOUR/DAY OF THE WEEK

JUL



Average Contacts By Day & Hour

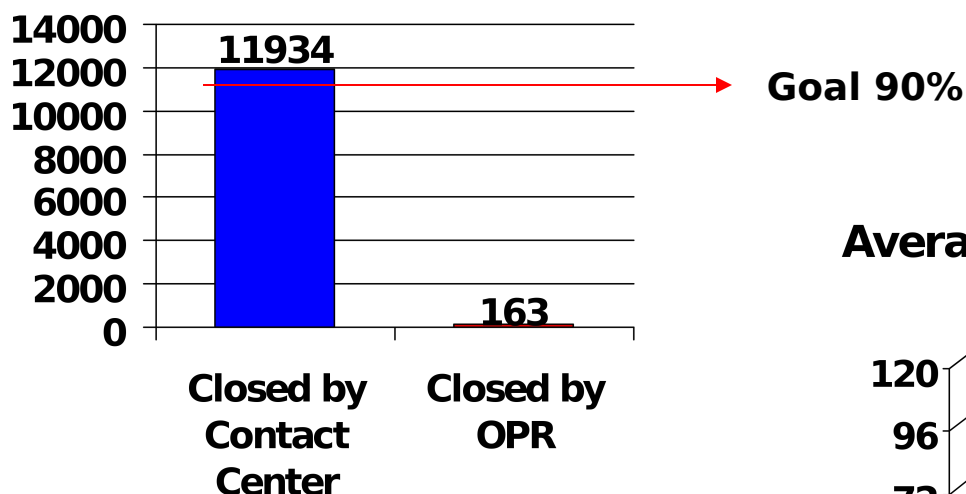




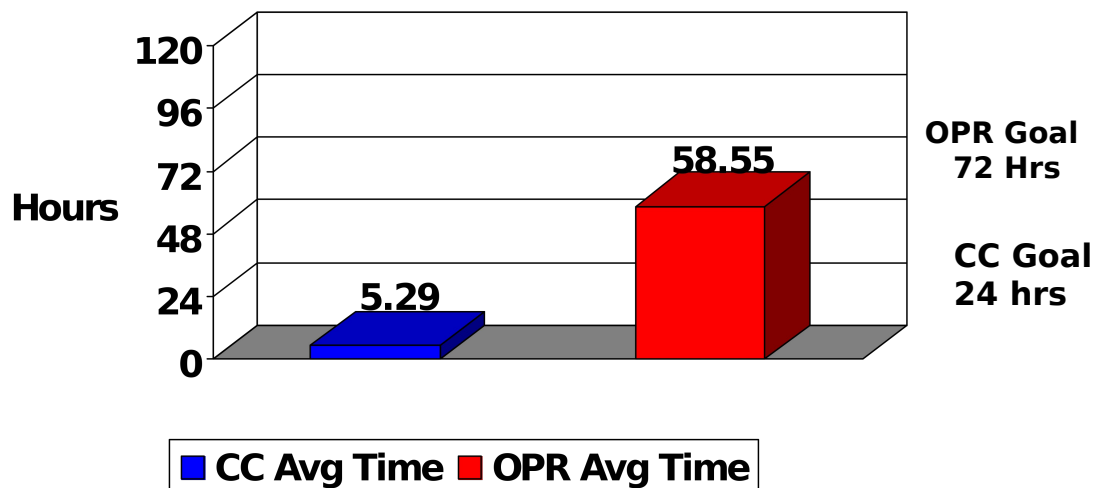
RESPONSIVENESS - Jul 04



Avg Contacts closed out by Contact Center and OPRs



Average Contact Close-Out Time

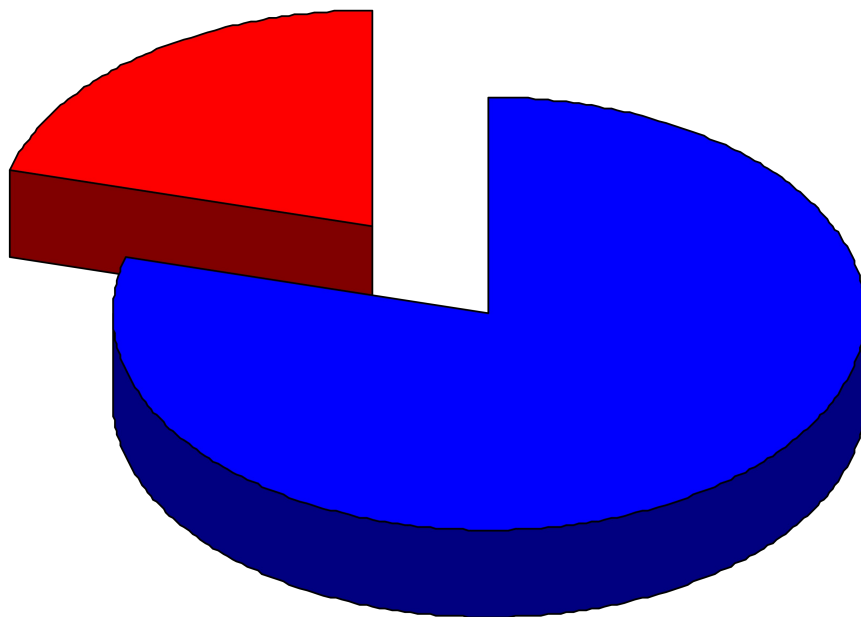




Total Contacts Day/Night (24/7 Is Value Added)



2483, 21%



9486, 79%

■ 0600-1800
■ 1800-0600

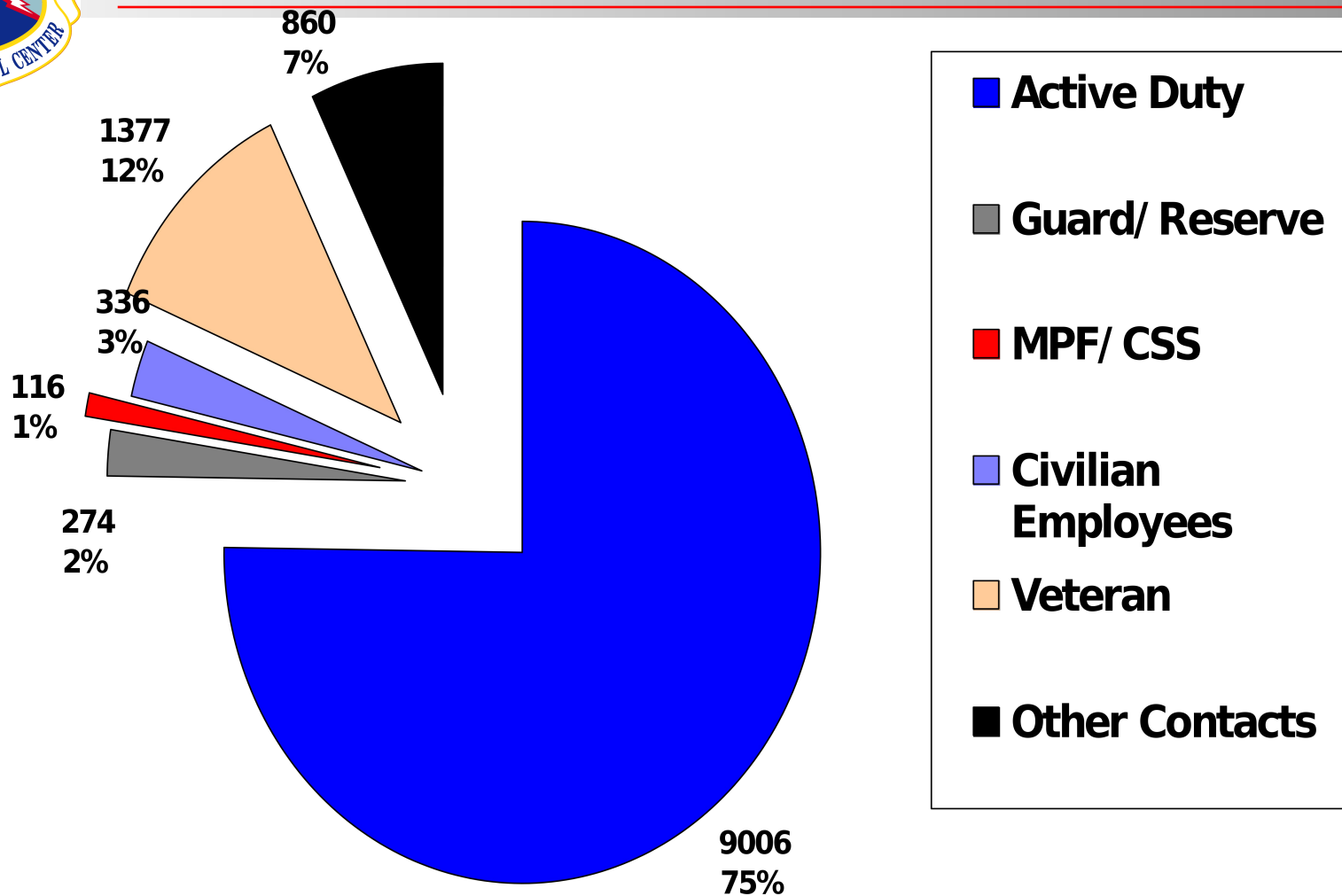
Jul 2004

Support Forward/Deployed Ops: PACAF/CENTCOM/USAFE/PERSCO

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OUR CUSTOMERS



JUL 2004 (11969 Total Contacts)

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What We Are Doing Now



Direct front-line support

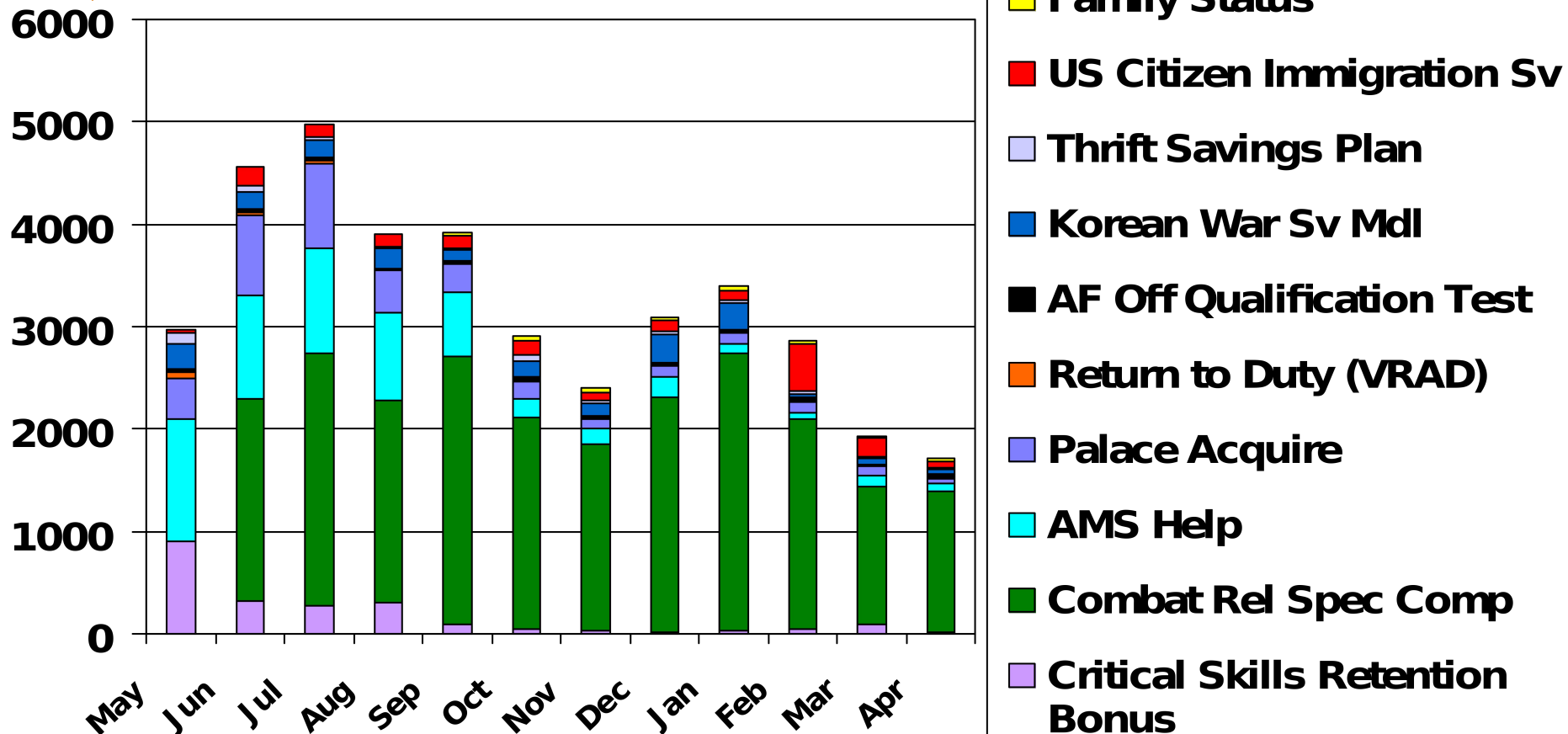
- Average per month
 - **11,700** Phone Calls, Chats, Emails
 - **1,300** Accession Pay Problems (in CMS)
 - **80** vMPF Humanitarian/EFMP Applications
 - **2100** vMPF Assignment Notifications
 - **800** vMPF RNLTD DEROS Change Request
 - **150** Request for PERSCO 'reach back' support
- Provide Guidance and Support to customers and MPFs

Integrated support

- **DPA** - ACP Customer Support
- **DPA/DPP** - Return to Duty Volunteers
- **DPP** - Air Force Officer Quality Test
- **DPP** - Combat Related Special Compensation
- **DPP** - Korean War Medal Request
- **DPK** - Palace Acquire Applications
- **DPS** - Thrift Saving Plan
- **DPS** - US Citizenship Immigration Service
- **DPW** - Family Member in search of status of possible casualty



VOLUME BY TYPE OF ACTION



Note: Cyclical nature of some services

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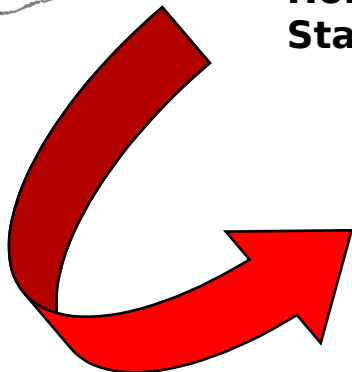


Phase I – Support to PERSCO Teams

(15 Jan 04)

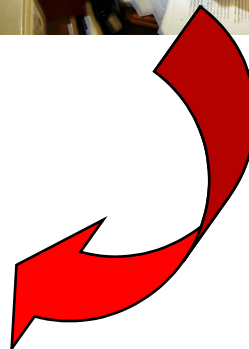


**Home
Station**



**AIR FORCE CONTACT
CENTER**

**FIELD ASSISTANCE
CENTER**



- Update Assignment Preferences
- Update SGLI Forms
- Correct Duty History
- Correct Evals/Decs Errors
- Update Personal info, ie address
- Deployed MPF
- MANPER-B Functionality

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Phase II - Support for vMPF Apps

(15 Mar 04)



- **Contact Center**
 - **Increased functionality**
 - **Realigning work/reducing burden on MPFs**
- **Applications mandatory through vMPF**
 - **RNLTD/DEROS Changes**
 - **Humanitarian/EFMP**
 - **Proof of Service Letter**
 - **Address/Phone/E-mail Changes**



Way Ahead



Future Considerations:

- MPF/CSS manning will continue to shrink
- Personnel workload is not decreasing
 - Contact Center will continue to pick up portions of workload from field-level activities

Transformation will require:

- OPRs to establish requirements for simpler processes
- Personnel to optimize self-help and web-based applications
- Centralized MPF functionality where technologically feasible
- Improved support to expeditionary forces...worldwide 24/7

**Consistent with Air Staff Vision of
Customer Service Transformation**



U.S. AIR FORCE

QUESTIONS?

***America's Air Force, No One Comes
Close***